

**We are committed to providing you with quality and safe care and are extremely interested in your input. Please take a moment to complete the Customer Feedback Form and place it in the VA Patient Concern/Suggestion box by the Elevators. If desired, a representative from the Service will contact you.**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

SSN: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Type of Feedback:

*Suggestion /Compliment/ Complaint*

Do you wish to be contacted?

YES

No

## Alaska VA Healthcare Clinics

Hours of Operation:

Monday - Friday

8:00 a.m. to 4:30 p.m. Anchorage

7:30 a.m.to 4:00p.m. CBOCs

Anchorage

1201 North Muldoon Road

Anchorage, AK 99504

1(888)-353-7574

Fairbanks

Building 4076 Room 1 J-101

Neeley Road

Fort Wainwright, AK 99703

1(888) -353-5242

Juneau

Federal Building

Suite 150

Juneau, AK 99802

1-(888)-308-7890

Kenai

11312 Kenai Spur Highway

Suite 39

Kenai, AK 99611

1(877)- 797-8924

Mat-Su

865 Seward Meridian Parkway

Suite 105

Wasilla, AK 99654

1-(866)-323-8648



***Our Service Level  
Patient Advocate  
Program is  
designed to partner  
with  
Alaska Veterans to  
improve  
the delivery of  
healthcare***

**VA** Defining  
**HEALTH** **EXCELLENCE**  
**CARE** in the 21st Century

## INCREASING QUALITY With CUSTOMER FEEDBACK

We would like to hear from you what we are doing right and what we can improve.

By following the steps below, we encourage you to provide this feedback through the following channels:

1. Contact the Service Level Advocate listed in the next column.

2. If this contact is not available or satisfactory, ask for the Service Chief.

3. If you feel you need to speak to someone after the Service Chief, contact the facility Patient Representative located in the Business Office Rm 170 or call toll free 1 -888-353-7574, ext. 5449 or 257-5449. Allow the Patient Representative 2 working days to reply to you.

If you have followed these steps and wish to speak to someone else, you may contact the Director's Office toll free 1-888-353-7574, ext 5460 or 257-5460.

**Patient Safety 257-6701**

We need your assistance in keeping your healthcare safe. It's "OK" for you to voice any concerns you may have. Please do!

## SERVICE LEVEL ADVOCATES

Choice: Kevin	257-6762
Dental: Doreen	257-4940
Eligibility: Tim	257-3723
HVS: Dana	257-4910
Integrated Care: Margaret	257-4819
Lab/Radiology Judie	257-6973
Medical Records:	257-4708
Pharmacy: Ben	257-4839
Primary Care: Wendy	257-4989
Prosthetics: Rocky	257-4930
Rehab Service : John	257-4720
Social & Behavioral Health: Ed	257-5406
Surgery Clinic: Cathy	257-4968

## COMMUNITY BASED OUTPATIENT CLINICS

Judith  
1-888-353-7574 ex 4857  
Or  
257-4857

Operation Iraqi Freedom/ Enduring Freedom/  
Operation New Dawn  
Transition Patient Advocate:  
Mike 257-7435

## QUICK REFERENCE NUMBERS

**Anchorage Primary Care  
PATIENT CENTERED CARE  
APPOINTMENTS  
1-888-353-7574 EXT 4950  
OR  
257-4950**

Authorizations	257-6904
C&P Exams:	257-6710
Military Sexual Trauma	257-4908
POW	257-7439
Social/Behavioral Health	257-4854
Suicide Prevention	257-4846
Telehealth Nurse	257-4710
Travel	257-4738
VA Dom	273-4000

**Veteran's Crisis Line  
1-800-273-8255 Press"1"**

## TOLL FREE NUMBERS

Anchorage VA	1-888-353-7574
Choice	1-866-606-8196
Fairbanks VA	1-888-353-5242
Kenai VA	1-877-797-8924
Juneau VA	1-888-308-7890
Mat-Su VA	1-866-323-8648
Pharmacy Refill	1-877-750-4790
Payment Center	1-855-331-5560
Homeless Vets	1-877-424-3838
Regional Office	1-800-827-1000
VAO I G	1-800-488-8244